

IMAC/C&I IT Subcommittee

Minutes for December 9th, 2004

Attended by: Jim Jones, Debbie Bigler, Jayne Wanless, Bill Blank, Tony Sis, Manny Raynal, Autumn Arnold, Evie Ryan-Tondryk, Liz Green, Theresa Fosbinder, Bob Martin, Eduardo Zarate, Marty Carreras, Maureen Bestland, Sheila Drays, Janice Tripp, Amy Mendel-Clemens, Laurie Teubert, Syl Blythe and LuAnn Page.

Minutes

Minutes from November 1, 2004 were approved without any revision.

New Eligibility Management Web Page

Amy Mendel-Clemens, BEM Communications Section Chief, shared the new layout proposed for the DHFS Eligibility Management web site. The group agreed that the proposed layout was an improvement over the existing page. We agreed that Amy will send out an e-mail to all CARES Coordinators alerting them to the change before the new page is implemented in early January 2005.

CARES Worker Web Implementation Plan

Jim Jones, BEM, described the timing for the CARES Worker Web (CWW) implementation. The steps, dates and term definitions are included in the handouts attached to these minutes.

Jim also went over the new IM/TANF Systems Gateway web page that will be implemented with the CWW. The new page, which lists the names (with an icon) of system accessed by IM and TANF Eligibility Workers and other staff, will act as the new Eligibility Worker desktop. Workers will be able to access these systems by clicking on the name or icon. Workers will then be shown necessary security screens for the application they want to use.

Jim explained that two DHCF Administrator's Memos will be published describing the CWW implementation. The first will describe the steps and timing of the CWW implementation. The second will describe the IT requirements that must be in place in local agencies to support CWW and other web-based IM projects (Electronic Case File, ACCESS, LTCIA, etc.).

ACCESS, version 3.0

Autumn Arnold, Food Stamp Program Participation Grant Project, provided the subcommittee with an update on ACCESS, versions 1 and 2. She also solicited input from the subcommittee on the three different tools that will be developed

and implemented in Version 3.0. The PowerPoint presentation that Autumn used to update subcommittee members and solicit input has been attached to this minutes.

Version 3.1 – Internet Customer Query

- how much, when was it posted and for what month?
- who is my worker?
- rolling history - benefit changes, usage,
- ability to re-order a quest card
- answers to frequently asked questions.
- ability to send the worker an e-mail
- summary of case information
- case/application status

Version 3.2 – Internet Customer Change Reporting

- Based upon change reported what & how they'll need to verify. What will happen next?
- Ability to attach a scanned
- Formatted, structured based upon change being reported.

Version 3.3 – On-Line Application

- Be cognizant of cultural differences (e.g., Hispanic names)
- Place for general comments.
- If at all possible, use some sort of electronic signature.
- interested in child care & W-2?
- Should include the SSI Caretaker Supplement program.
- Could this be interfaced with client scheduling?

We will send out links to other state's e-applications.

CARES Update

Evie updated the group on changes made in November 2004, will be or have been made in December 2004 and January 2005.

Check suggestions for pay stub form/letter - add frequency of pay and the date of first pay check.

ECF Update

We'll be getting a meeting together for the Milwaukee ECF project in January 2005. The meeting will include Milwaukee County and W-2 Agency representatives.

Tony Sis, Dane County, presented information about the ECF project at the mid-winter WSSA conference last week. He related questions and concerns that local agency representatives expressed.